

Governor Rod R. Blagojevich
Director Charles D. Johnson

July 30, 2003

The Latest Tips on SeniorCare

Here are the latest tips to aid SeniorCare clients in reinstating their status with participating pharmacies.

Area Agencies on Aging may aid SeniorCare clients who have not made the required annual renewal for the subsidized prescription-drug benefit. These clients do not have the new Recipient Information Number (RIN) that replaced the Social Security number as an identifier July 1, the date a new, blue card took effect. To help clients get their RINs, area agencies may fax the Department of Public Aid at 1-217-524-7535.

Faxed requests for RINs may be batched and service providers should follow these guides:

- First verify that the client is eligible for SeniorCare. If necessary, call the Department of Revenue at 1-217-782-2627.
- Include the area agency on aging name, fax number and contact person so the Department of Public Aid may fax back the RINs.
- The area agency, and not Public Aid, will notify the client of the RIN.
- Include each recipient's name, Social Security number and address.
- This fax number is for use by area agencies on aging only

Some Areas Are Contacting Pharmacists

In an effort to help SeniorCare clients who have been unable to get subsidized prescriptions filled at participating pharmacies, some areas are contacting pharmacies to elicit their help.

If you wish to try this route, here is a sample letter:

Dear Pharmacist:

You may have been contacted by the Illinois Pharmacists Association about the extension that the Illinois Department of Public Aid has applied to the deadline for renewal applications to the SeniorCare Program. The expiration date has been moved from June 30 to Sept. 30, 2003. This will give current participants extra time to complete the re-application process.

As you know, the **WHITE SeniorCare Card** expired June 30, 2003. Reportedly, some 24,000 participants did not renew the white card or needed to submit additional information for renewal.

The **BLUE SeniorCare Card** became effective July 1, 2003 with a new Recipient Number (RIN) replacing the Social Security number as an identifier.

A temporary **YELLOW SeniorCare Card** is now being mailed to 24,000 recipients. Pharmacies may fill prescriptions for the recipients without the card, but the new Recipient Identification Number (RIN) ***is required for the coverage to process.*** The Illinois Department of Public Aid's database was updated Friday, July 18, to activate all of the expired memberships.

It is still necessary to obtain a Recipient Identification Number (RIN) in order to process a claim. The Temporary eligibility extensions should now appear in the claims processing system the eligibility verification system.

A pharmacy can obtain a RIN by submitting an NCPDP eligibility transaction through the electronic claims processing system. A pharmacy may also call the Health benefits Provider Hotline at 1-800-842-1461 to verify eligibility. First enter your Medicaid provider number and then press "0" to speak to a hotline representative. You must provide the patient's name and Social Security number. The hotline representative will then provide the RIN.

You can help clients who have temporary cards by urging them to go to their local area agency on aging for help in making a renewal application.

Thank you for your patience.

For more information, contact:
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